Real World Examples

All company names have been changed due to confidentiality.

Company A

Company A is part of the insurance industry providing insurance products and services to large insurance companies and their clients.

Company A employed 250 call agents at two call centers that ran during normal business hours to assist customers. Company A wanted to have the call centers open and available to customers 24/7, but the task seemed impossible due to the lack of staff on hand. Company A thought the solution would be an automated system to answer the calls. They hoped the automated system would also reduce costs dealing with staffing the call centers.

Company A installed WebSphere Voice Response running on IBM eServer pSeries 630 servers. WebSphere Voice Response provides Company A with an automated call service that is available 24/7 and allows customers to access information related to claims, quotes, and payments over the phone. The pSeries is reliable and has the power to support this business-critical call center solution. The solution implementation took 3 months.

One of the benefits of the new automated call system is increased client satisfaction due to the reliability and availability of the call center. Another benefit is the amount saved by reducing the number of employees at each of the call centers.

Company B

Company B is an international company that is part of the computer services industry. Company B helps companies to build strong teams that cross borders and cultures by providing solutions for workplace issues.

Company B hosted its Web applications on two platforms, BEA and WebSphere Application Server, which started to become quite expensive. Rather then renewing a contract for BEA software, Company B decided to go with IBM's package that allowed everything to move to WebSphere at a lower cost than BEA's offer.

Company B met with the IBM sales team to recognize specific needs and application requirements. The BEA software was replaced by IBM's WebSphere Application Server – Network Deployment V5 software. The WebSphere Application Server software platform supports over 1,000 users at Company B. The solution implementation took 5 months.

The number one benefit of switching from two platforms to one is the dollar amount saved. Another benefit is that WebSphere has better viability and vision than BEA's offering and also has simplified application management quite a bit.

Company C

Company C is a nationwide company that is part of the professional services industry. Customers rely on Company C to count, transport, and safely deposit their money in the bank.

Company C used to use an in-house developed application, but realized it was not effective enough to manage customer's information. So, Company C implemented Siebel as its main database, but found out quickly that they needed a new solution to be deployed on a stable, yet scalable platform.

Company C chose IBM DB2 Universal Database which switched them to the IBM eServer pSeries platform, a more stable platform. Now the platform is more reliable to deploy its Siebel application and DB2 is able to deploy a highly available solution and realize a better total cost of ownership. DB2 runs on IBM eServer xSeries servers. The solution implementation took 1 month.

One of the benefits of the solution is the platform is more reliable than the previous one. DB2 allows Company C to gradually expand their system as needed. This solution will allow Company C to move the Siebel infrastructure from xSeries to pSeries in the future. Siebel, DB2, and xSeries together will allow Company C to have more efficient and effective customer interactions.

Company D

Company D is part of the education industry and is the leader in business education with a focus on information technology.

Company D used to use the VAXMAIL system running off of a VMS operating system. The VAXMAIL system lacked standards-based, multiplatform capabilities and also did not support groupware systems.

Company D chose Lotus Notes to replace the VAXMAIL system. Lotus Notes continue to be chosen after each evaluation of the mail system, so the solution implementation is ongoing today. Lotus Notes featured all the needed capabilities. Company D also chose Lotus Enterprise Server for e-mail, calendaring, and development of custom applications. The entire Lotus solution provides a robust, secure environment for Company D.

Company D has received a favorable return on investments due to the change from VAXMAIL to Lotus. A few other benefits are improved calendar functionality, product stability, solid security, replication improvement, easy maintenance, and easy administration. Company D continues to come back to IBM due to IBM's willingness and outstanding customer service.